

CUSTOMER COUNCIL COMPLAINT RESOLUTION PROCESS

Purpose:

The purpose of the Customer Council Complaint Resolution Process is to resolve issues raised by customers concerning the following:

- A. Rates or the process for establishing rates; and
- B. Whether or not a particular DAS service should be designated as a “utility” service. This includes the types or kinds of utility services provided by DAS.

Process:

- A. Customers are encouraged to fully participate during the established customer comment period each year when proposed rates for the next fiscal year are being considered. The Council shall strive to solicit and receive comments from customers during the comment period.
- B. If a customer raises an issue concerning rates, the process for establishing rates, or the designation of a service as a “utility” after the established customer comment period, the following procedure applies:
 - 1. The customer shall submit in writing a summary of the issue, including any applicable materials or information. The customer shall submit this information to the Council Chair.
 - 2. A submission that is received at least 5 business days in advance of the next regularly scheduled Council meeting shall be considered at that meeting. Submissions that are received 4 business days or less before the next regularly scheduled meeting shall not be considered until the next meeting following. The Council Chair shall make the final determination on when a submission is “received.”
 - 3. The initial Council consideration of a submission shall be a determination of whether or not the submission shall be governed by the Customer Council Complaint Resolution Process, referred to DAS for handling, or subject to other action as deemed appropriate.
 - 4. The Council’s determination shall be communicated in writing to the customer within 10 business days. If the Council votes to handle the submission by the Customer Council Complaint Resolution Process, both the customer and DAS shall have a designated representative appear at the next Council meeting to discuss the issue.
 - 5. The purpose of the discussion of the issue is for the Council to gather information and to understand the nature of the issue. After the initial discussion, the Council may then institute other measures to further study the issue.
 - 6. The Council shall consider the written submission and the information subsequently learned when establishing rates for the next fiscal year. However, the Council shall not make adjustments to any already established rate.

COMMENTS:

Feedback from Mary Jane Olney and Margaret Thomson:

- Under “purpose”, a “C” should be added to allow consideration of whether or not DAS is the sole service provider.
- A specific person should be designated as the contact point for questions and complaints. Complaints can often be avoided if questions are answered. This item could be the first step under “process”.
- Under item “A” of “process”, please strike the phrase “during the comment period”. We would like to hear customer comments throughout the year.
- Under item “B” of “process”, please strike items 5 and 6. A complaint process is useless if the Council doesn’t have any authority.